



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MENTAL HEALTH CASE MANAGEMENT ASSISTANT

Class No. 004833

■ CLASSIFICATION PURPOSE

Under general supervision, to assist mental health staff in performing case management services and to act as a liaison between the Health and Human Services Agency (HHS) and clients or patients; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Positions in this class are found only in the Health and Human Services Agency (HHS), Mental Health Services and Public Health Services. Mental Health Case Management Assistants perform non-technical assistance and support duties, which enable or enhance a client's ability to utilize mental or public health services provided by the HHS. This class is distinguished from Social Services Aide and Protective Service Assistant, in that it is assigned to a mental health or public health program that serves a client population suffering from chronic mental disabilities or other illnesses. This class is distinguished from Mental Health Aide in that the latter is a paraprofessional class that assists professional nursing and psychiatric personnel in the care and supervision of patients in psychiatric inpatient care facilities.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Provides assistance to mental health staff assigned to perform case management functions by maintaining case files, documenting incidents or behavior of clients, tracking visits with clients in the field, or performing other support functions.
2. Observes and monitors the behavior of clients and assists or advises clients by encouraging clients to participate in social situations and educational or community activities in order to acquire social skills and achieve self-reliance and resilience.
3. Assists clients in utilizing HHS services by interpreting instructions and rules and acting as an advocate when interacting with representatives of health and welfare agencies.
4. Transports clients to and from appointments.
5. Contacts representatives of health and social service agencies to determine if community resources are available to clients; establishes and maintains contact and cooperative relations with community groups who may assist clients.
6. Provides education and instructions to clients pertaining to daily activities such as using public transportation, changing residences, and managing money.
7. Performs administrative support tasks such as using computers to enter data, maintaining filing systems, and answering phone inquiries.
8. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Basics theories and concepts of human behavior.
- Organization, function, and services of social, health, or human service agencies located in San Diego County and the organizational structure of departments, divisions, and offices within the County's Health and Human Services Agency.
- Functions and services provided by community resource organizations and agencies.
- Diagnostic and Statistical Manual classifications of mental disabilities.

- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Closely observe client actions to identify significant changes in behavior and health.
- Work effectively with chronically, mentally disabled clients or clients suffering from illnesses.
- Understand, interpret, and follow oral and written instructions.
- Perform basic mathematical calculations.
- File material both alphabetically and numerically.
- Communicate effectively in writing.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in challenging situations, which require a high degree of sensitivity, tact, and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Establish rapport and effective interpersonal relations with members of mental health client populations using tact, diplomacy, sensitivity, and empathy.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Drive and operate vehicles in a safe manner.
- Operate modern office equipment such as personal computers, printers, telephones, copy machines, and facsimiles.

■ EDUCATION/EXPERIENCE

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying education/experience is at least one year of full time experience serving as an aide or assistant providing mental health or social services for an agency or organization.

Desirable Qualifications

The possession of a bachelor's degree, associate's degree, or the completion of college coursework in behavioral science.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, standing, walking, twisting of the neck and waist, and repetitive use of hands to take notes, use computers, lift and carry items, and perform other tasks. Occasional: walking, standing, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, personal belongings of clients, and other items that may weigh up to 25 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certificates/Registrations

None required.

Training

Incumbents must successfully complete training on Preventing and Responding to Assaultive Behavior (PARB) within the first 12 months of employment.

Working Conditions

Work primarily takes place in the field when visiting psychiatric wards, medical wards, and hospitals. Work occasionally takes place in an office environment. Work involves frequent travel and the use of personal vehicles. Incumbents may occasionally be required

to work during irregular business hours such as evenings. Work involves contact with clients who have limited resources and are homeless, upset, hostile, and mentally ill with dual diagnosis.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of six months (Civil Service Rule 4.2.5).

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Mental Health Case Management Assistant (Class No. 004833)

Union Code: HS

Variable Entry: Y